



Ferryhill Primary Nursery
Duty of Candour Report
February 2020 – March 2021

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how **Ferryhill Primary** Nursery has operated the duty of candour during the time between **18th February 2020** and **1st March 2021**. We hope you find this report useful.

1. How many incidents happened to which the duty of candour applies?

In the last year, there has been no incident to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0

Type of unexpected or unintended incident	Number of times this happened
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries	0

2. To what extent did Ferryhill Primary Nursery follow the duty of candour procedure?

Ferryhill Primary Nursery implemented the Duty of Candour policies and procedures to come into effect within our service from the 18th of February 2020. The Senior Leadership Team are responsible for ensuring:

- that the procedure is carried out
- That training which is required by the regulation is undertaken
- That training/ support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations.
- Reporting annually on the Duty.

3. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Senior Leadership Team who has responsibility for ensuring that the duty of candour procedure is followed. A member of the Senior Leadership Team records the incident and reports as necessary to The Care Inspectorate. When an incident has happened, a learning review will take place. This allows everyone involved to review what happened and identifies changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families.

We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident.

Where parents or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

4. What has changed as a result?

We made a change to our policies and procedures as a result of the duty of candour. We have reviewed the way in which we provide meals and snacks to children to ensure that allergies are known to all staff and that staff are confident about how they can avoid harm arising from them.

5. Other information

This is the first year of the duty of candour being in operation and it has been a learning experience for our nursery. It has helped us to remember that people who use care have the right to know when things go badly, as well as when they go well.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have also placed it on our website and shared it with our families too.

If you would like more information about our nursery please contact us using these details:

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